

Minutes
E-Government Infrastructure Work Group
Friday September 1, 2000, 10 a.m. To 11 a.m.
Nebraska Online Conference Room -- 301 South 13th Street, Suite 301
Lincoln, Nebraska

A. Participants

P K Agarwal, NIC (by phone)
Rod Armstrong, NOL (471-7815, rod@nol.org)
Dave Berkland, DAS IMServices (471-0688; dberklan@notes.state.ne.us)
Tom Conroy, NIS Project (471-2123; tconroy@notes.state.ne.us)
Dale Fangmeier, IMServices (471-8655; dfangmei@notes.state.ne.us)
Rick Golden, UN (472-7626; rgolden@unl.edu)
Greg Lemon, Secretary of State's Office (471-2554, glemon@mail.state.ne.us)
Steve Schafer, CIO (471-4385; slschafe@notes.state.ne.us)
Art Zygielbaum, Nebraska Educational Telecommunications (472-3611; aiz@unl.edu)

B. Presentation by PK Agarwal

PK began by listing five topics that he will cover. These include:

- Vision
- Enterprise
- Enterprise architecture
- Best practices
- Governance

Planning and implementation of e-government must start with a vision. PK's vision is the concept of the digital state. It entails the "use of information technology and telecommunications to make order of magnitude improvements in the relationship of government with constituents." PK sees e-government as one aspect of the larger context of economic development. This requires e-government to support more efficient means for citizens and businesses to interact with government and the infrastructure that is necessary for both e-government and e-commerce.

A discussion ensued regarding the definition aspects of this vision of e-government. PK prefers a vision that focuses on the constituent, rather than some broader definitions that others use.

The enterprise is the brand. In this sense, government is like Coca-Cola. Coke is the brand, and everyone in the company works to promote the brand. The brand itself represents a promise to the customer. Electronic government is re-branding the enterprise. It is an opportunity to redefine what the brand signifies. High quality services are one example.

The enterprise architecture has three levels. At the top is the portal architecture, which is the presentation tier. Aspects of the portal architecture include whether to use a common look and feel, organization of content, and special features. State portals are undergoing a transition from agency-centric presentation of content to user-centric access to information and services. The next generation of portals will have the following characteristics:

- Functional integration from the user's perspective, with related information and services displayed together.
- Content integration, which entails adding third-party features to government information and services. An example might be combining fishing licenses with access to weather, driving directions, and advertising.
- Special features, such as list-serves and chat rooms that facilitate community-building activities.

The second level of architecture is the middle tier of enterprise services. This includes topics such as security, payments, search engine, authentication, virtual private networks, shopping carts. These are common services required by all agencies for electronic delivery of content. Over time, these enterprise services become a utility in terms of their function and role in e-government.

The third level of architecture consists of individual systems of agencies. These are often silo systems. As a practical matter, agencies must retain responsibility for these systems. The change with e-government is that these systems become back-end systems that are subordinate to the presentation layer and compatible with enterprise services. In the future, development or acquisition of agency systems must use the enterprise portal and enterprise services.

PK Agarwal recommended that the architecture framework should be a relatively short document (less than 20 pages) that is aimed at a non-technical audience.

C. Next Steps

The agenda for the next meeting will focus on preparing an approach and work plan for developing the e-government architecture.

D. Set date for next meeting: The next meeting is Wednesday September 20, 10 a.m. to noon at the Executive Building, 2nd floor conference room.